

FAQ for the online Job Content Questionnaire (JCQ)

I can't log in. What should I do?

- Some users have experienced a login error (page will not load, is blank, etc) because they are using an incorrect link. Check with your agency Human Resource contact and ask them to resend the link to you.
- You will not be able to log in if you are **not** entering executive\ (or resource\) in front of your user ID. Users who enter executive\ or resource\ are able to log in successfully. **If anything is pre-populated in your login box, you should delete it and enter the correct information, no matter what the pre-populated information says.** For detailed information on how to log in, go to <http://www.plans.wv.gov/OnlineJCQ/Pages/default.aspx>.
- **Remember that if you make more than 3 attempts to access the system, your account will be locked, even if some of the attempts were made while the system was not available.** In this case, you should contact the WVOT Service Desk (558-9966) and asked to have your account unlocked before attempting to login again.

I am getting a blank white screen when I try to log in. What should I do?

- If you are having login issues or if the electronic JCQ is very slow or takes a long time to load (i.e., you see a blank white screen), try **clearing your internet cache**. Clearing their cache has helped many users access the system. Here is how to do it in Internet Explorer 7 (the exact protocol for clearing your cache will vary depending on what browser you use):
 - At the top of Internet Explorer, click Tools.
 - In the menu, choose Delete Browsing History. (A new window will open.)
 - At a minimum, delete Temporary Internet Files and Cookies.
- Sometimes users getting this error are locked out. You should call the Service Desk (558-9966) and ask to have your account unlocked and for the Service Desk to verify the login information you are using. (The Service Desk **cannot** provide ID's and passwords, but they can verify that a user is using the correct ones.)
- Some users are receiving this error because they have a resource account but are trying to log in with their executive account. This may happen if your agency recently or is in the process of changing your email addresses to @wv.gov. Check with your agency Human Resource contact for your resource account information.

I am getting an error that says: "There has been an error while loading the form. A required resource could not be downloaded. To try to resume the download, refresh the page." What should I do?

- To re-access your form, you must close Internet Explorer, open it back up, and log into the system again. Refreshing the page will not take you back into your form.

- To get back to your JCQ, you must log in again and choose “Complete my own individual JCQ” on the page labeled **Purpose of this Session**. Continue through the **Welcome** screen to the **Employee Instructions** page. Click the button labeled “Finish My JCQ” at the bottom of this page. This will take you to the Employee Queue screen, which contains a column heading called File Name with a long link under it. This is the link to your JCQ file. Click on it, and you will return to Part 1 of the JCQ. These instructions are provided in the How to Log In training that is available at <http://www.plans.wv.gov/OnlineJCQ/Pages/default.aspx>.

Why can't I print my JCQ?

- The Printable JCQ button on the JCQ will cause a printable version of your JCQ to open in a **separate Internet Explorer window**. **It will not open if your pop-up blocker is on.** You must **turn off your pop-up blocker before you click the Printable JCQ button**. How you turn off your pop-up blocker may vary by browser, but this is how you do it in Internet Explorer 7:
 - Click on Tools at the top of Internet Explorer. The second item down is “Pop-up Blocker”. Roll over it to bring up the submenu, and then choose “Turn Off Pop-up Blocker”.
- **Additionally, the printable JCQ often loads behind the active window.** This sometimes creates confusion because the printable JCQ is there, but the user does not realize it has loaded. To check, look down at the task bar at the bottom of your screen for a second Internet Explorer window. If there is a second one, click on it to bring up that window.
- **It may take a few minutes for the printable JCQ to load.** Please do not assume it is not working if it does not come up right away.
- Once the printable JCQ has opened, click **File**, (top left corner of your screen) then **Print** to print the JCQ.

I got an error and had to exit the system; will my information be lost?

- Clicking the Save, Continue, Back, and Log Off buttons on the JCQ causes your form to save automatically. **If you get an error and have to exit the system, you will probably lose any information that was entered between the last time you clicked one of these buttons and the time the error occurred.** You should not lose everything.

Why is the system so slow sometimes?

- This is a function of the increasing number of users utilizing the system at once. Please be patient! Sometimes when a user experiences an “error”, it is just that they have not waited long enough. During peak hours, it is not uncommon for a user's JCQ Queue to take up to 5 minutes to load. Response times are better early in the morning (before 8:30 a.m.) and late in the afternoon (after 4:30 p.m.). In addition, your agency may ask you to access the system only during certain times of the day. Please comply with those requests as that will help regulate the number of users on the system and should provide faster response time for you.

- If you are having login issues or if the electronic JCQ is very slow or takes a long time to load, try clearing your internet cache. Clearing their cache has helped many users access the system. Here is how to do it in Internet Explorer 7 (the exact protocol for clearing your cache will vary depending on what browser you use):
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